

## Important Information

### UnitedHealthcare Community Plan\* and OptumRx to Manage Pharmacy Benefits for Virginia CCC Plus Members -- Effective August 1, 2017

Effective August 1, 2017, UnitedHealthcare Community Plan will manage pharmacy benefits for Virginia CCC Plus Members. OptumRx, our pharmacy benefits manager, will handle claims processing for these new UnitedHealthcare Community Plan members, who will receive UnitedHealthcare Community Plan member ID cards as shown in the following example.

#### Claims Processing Information

Please submit claims using the following information. If you have questions, or if a member has not yet received their member ID card, please call the OptumRx Help Desk at 855-873-3493.

<b>Name of Processor:</b>	OptumRx
<b>Bank Identification Number:</b>	610494
<b>Processor Control Number:</b>	4444
<b>Submitted Group:</b>	ACUVA

#### Dispensing Three-Day Supply Emergency Prescriptions

You may dispense medications as an emergency three-day supply when drug therapy must start right away but prior authorization is not available, as long as you follow these policies:

- Only one three-day supply per member per drug
- For medications that cannot be dispensed as an exact three-day supply, such as metered dose inhalers, nasal sprays, topical preparations and powders for reconstitution, dispense the minimum quantity as a three-day supply.
- Complete the claim form fields as follows:
  - “Prior Authorization Type code” (Field 461-EU) = ‘8’
  - “Prior Authorization Number Submitted” (Field 462-EV) = ‘3’
  - “Day Supply” in the claim segment of the billing transaction (Field 405-D5) = ‘3’

#### Member ID Card Example



Health Plan (80840) 911-87726-04

Member ID: 999999999      Group Number: 99999

Member: SUBSCRIBER M BROWN      Payer ID: 87726

Medicaid ID XXXXXXXXX

PCP Name: PROVIDER BROWN

PCP Phone: (999) 999-9999



Rx Bin: 610494  
Rx Grp: ACUVA  
Rx PCN: 4444

UnitedHealthcare Community Plan  
Administered by UnitedHealthcare Insurance Company

In case of emergency call 911 or go to nearest emergency room. Printed: 01/01/01



This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan.com or call. Member Customer Service Hours 8:00 am-8:00pm local time.

For Member Customer Service:	866-622-7982	TTY 711
Behavioral Health:	866-622-7982	TTY 711
NurseLine:	888-547-3674	TTY 711
Smiles for Children:	888-912-3456	

For Providers: www.unitedhealthcareonline.com 877-843-4366

Claims: PO Box 5270, Kingston, NY 12402

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903  
For Pharmacists: 1-855-873-3493

To help reduce processing errors, please confirm the information on each member's ID card before submitting prescriptions. If you have questions, please call the OptumRx Help Desk at 855-873-3493.

Thank you.